

NFPA Standards

How These Affect the Communications Center



National Fire Protection Association

The authority on fire, electrical, and building safety



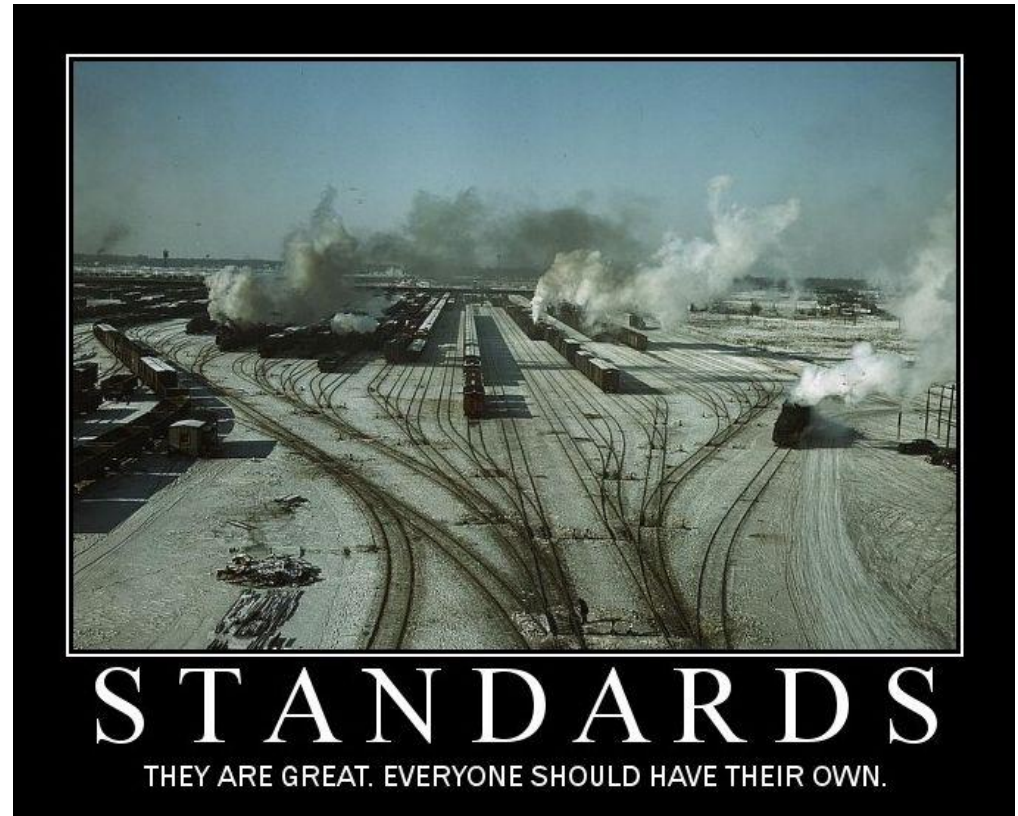
Who? What? Why?

- Jim Long
 - Northwest Fire District – Tucson
- Communications Coordinator
 - ?
- NFPA – ISO – Accreditation
 - The Right thing?



So Many Standards!

- APCO
- ANSI
- NENA
- NFPA
- WHO IS RIGHT?



National Fire Protection Association (NFPA)

- **Established in 1896 – worlds leading advocate of fire prevention**
- **Mission: Reduce worldwide burden of fire and other hazards on the quality of life by providing consensus codes and standards, research, training and education.**
- **Membership: Over 81,000 worldwide**



NFPA

- Influence every building, process, service, design, and installation in the U.S. and many of those used in other countries.
- Updates Every About 3-5 Years
- ‘Consensus’ Standards
 - “Well, everyone ELSE is doing it that way!”



NFPA Standards for Communications

- **BEFORE**

- **NFPA 1061**

- Job Performance Standards

- **DURING**

- **NFPA 1221**

- Processing Standards

- **AFTER**

- **NFPA 1710**

- Response Standards



NFPA 1061

- **Standard for Professional Qualifications for Public Safety Telecommunicator**
- **2007 Latest Edition**
- **Re-Write in Progress for 2012 Update**



NFPA 1061

- The standard states that the Authority Having Jurisdiction (AHJ) has the responsibility to establish and provide the Telecommunicator with the applicable organizational mission statement, principles, philosophies, values, directives, policies, procedures, guidelines, rules, regulations, and descriptions of positions.



NFPA 1061

- NFPA 1061 **does not** specifically address certification as an EMD but lets your organization address which protocols, policies, procedures, etc. they wish to adopt if any to meet minimum job performance requirements.



NFPA 1061

- Chapter 4 Public Safety **Telecommunicator I**
 - Receive, Process, Disseminate
- Chapter 5 Public Safety **Telecommunicator II**
 - Receive, Process, Disseminate
- Chapter 6 Public Safety **Telecommunicator III**
 - Respond to Command Post of large incident



QUIZ: Can you spot a Telecommunicator I, II and III?

Ya
Think?



EXPENDABILITY

KIRK, SPOCK, MCCOY, AND ENSIGN RICKY ARE BEAMING
DOWN TO THE PLANET. GUESS WHO'S NOT COMING BACK.



NFPA 1061

- In Need of A Re-write
- NFPA Needs Input
 - <http://www.nfpa.org/categoryList.asp?categoryID=124&URL=Codes%20&%20Standards>
- APCO Working With NFPA To Consolidate Training As An ANSI Standard For 2012
 - [Candidate APCO ANS 3.103.1-200x: Minimum Training Standards for Public Safety Telecommunicator](#)
- APCO Project 33
 - The APCO Project 33 Standard Committee is supportive of the recommendations of NFPA 1061 regarding Continuing Education and In-Service Training



NFPA 1221

Call Processing Standards



NFPA 1221

- **Standard for the Installation, Maintenance and Use of Emergency Communication Systems.**
- **2010 Standard**
- **Affects ALL responders, Fire/EMS/Police**
- **You can get your copy at NFPA.org**



Development 1221

- **The mission of the communications center should be to serve as a conduit between those requesting services and those providing those services.**



1221 & The Primary PSAP

- 3.2.2* **Authority Having Jurisdiction (AHJ)**. An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure.
- 7.4.3* For law enforcement purposes, the AHJ shall determine time frames allowed for completion of dispatch.
- 7.4.4* Where alarms are transferred from the **primary public safety answering point (PSAP) to a secondary** answering point, the transfer procedure shall not exceed **30 seconds for 95 percent** of all alarms processed. *(For documentation requirements, see 12.5.2.)*



1221 & Call Answering

- **3.3.1* Alarm.** A signal or message from a person or device indicating the existence of a fire, medical emergency, or other situation that requires action by an emergency response agency.
- **7.4.1* Ninety-five percent of alarms** received on emergency lines shall be **answered within 15 seconds**, and **99 percent of alarms shall be answered within 40 seconds**. (*For documentation requirements, see 12.5.2.*)
- **7.4.1.1 Compliance with 7.4.1 shall be evaluated monthly using data from the previous month.**

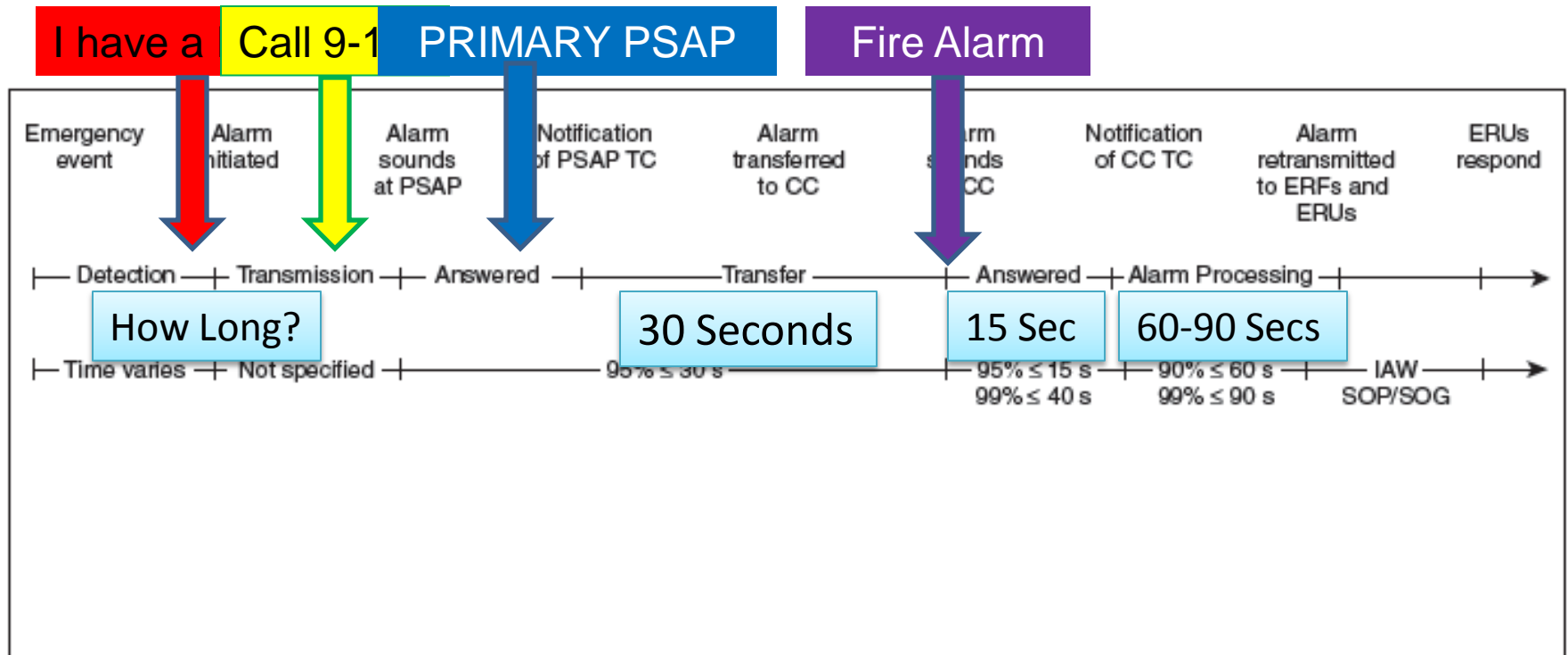


1221 & Call Processing 2010

- 7.4.2* **Ninety- percent** of emergency call processing and dispatching shall be completed within **60 seconds**, and **99 percent** of call processing and dispatching shall be completed within **90 seconds**.
(For documentation requirements, see 12.5.2.)
- 7.4.2.1 Compliance with 7.4.2 shall be evaluated monthly using data from the previous month.



NFPA 1221 Time Standard



Response →



Other Important Definitions

- ERF – Emergency Response Facility (Stations)
- ERU – Emergency Response Units

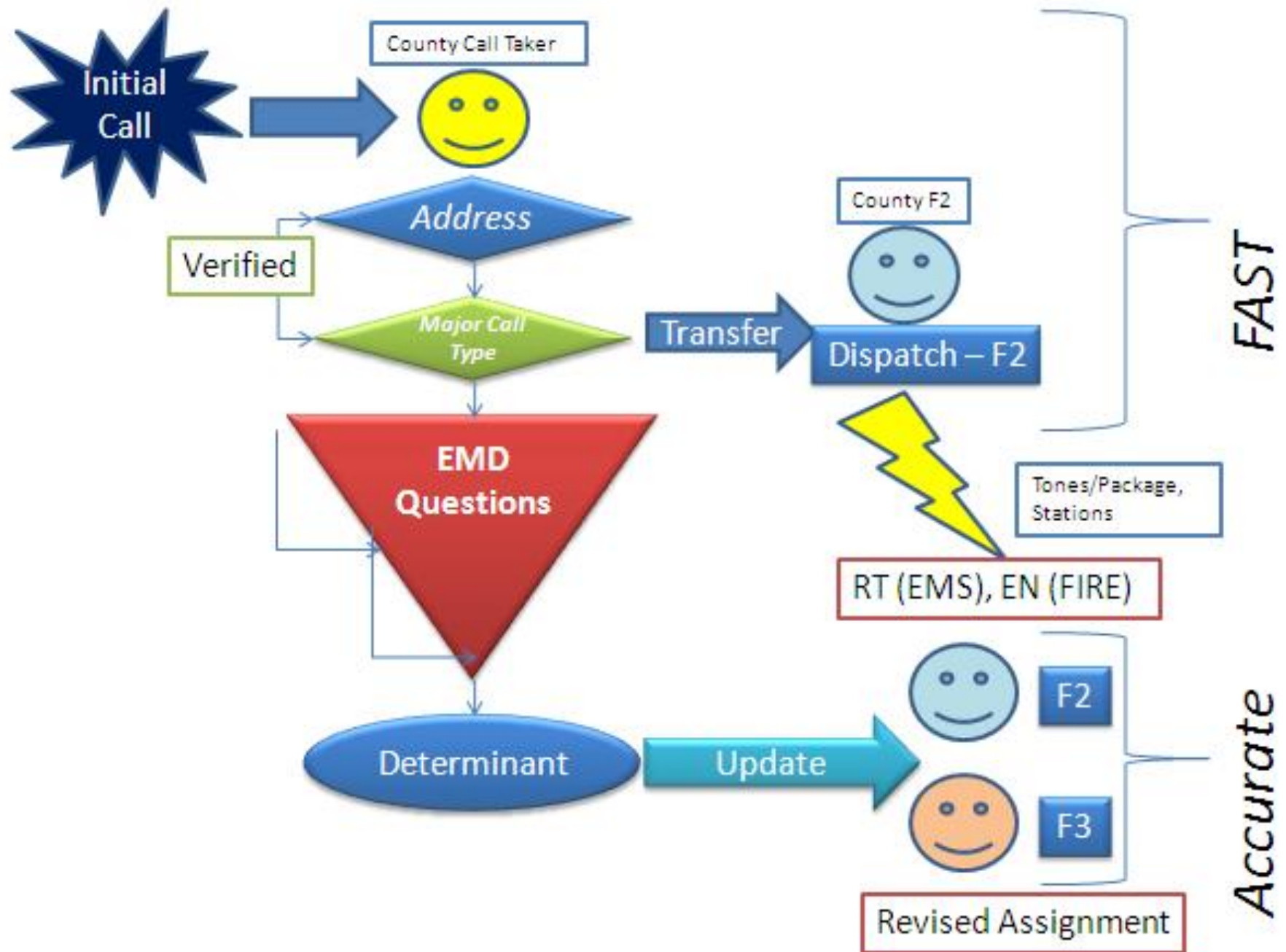


1221 Monthly Report

December 2008

CAD AREA	CALL COUNT	Meets '60 Second Standard	Meets 90 Second Standard		
AVRA VALLEY	83	47	56.6%	68	81.9%
GOLDER RANCH	495	282	57.0%	422	85.3%
MOUNTAIN VISTA	1	1	100.0%	1	100.0%
NORTHWEST	1037	587	56.6%	892	86.0%
PICTURE ROCKS	86	49	57.0%	71	82.6%
RURAL METRO	3	0	0.0%	1	33.3%
THREE POINTS	70	40	57.1%	60	85.7%
CONSORTIUM AGGREGATE	1775	1006	56.7%	1515	85.4%
TIME PERIOD AGGREGATE	24783	13218	53.3%	20037	80.8%





NFPA 1710

- **NFPA 2004 Version**
- **3.3.37.2 Call Processing Time.** See [3.3.37.3](#), Dispatch Time.
- **3.3.37.3* Dispatch Time.** The point of receipt of the emergency alarm at the public safety answering point to **the point where sufficient information is known to the dispatcher** and applicable units are notified of the emergency.



NFPA 1710

- **3.3.37.4 Response Time.** The travel time that begins when units are en route to the emergency incident and ends when units arrive at the scene.
- **3.3.37.5 Turnout Time.** The time beginning when units acknowledge notification of the emergency to the beginning point of response time.





NFPA 1710 Times

- **5.2.4.1 Initial Arriving Company.**

5.2.4.1.1 The fire department's fire suppression resources shall be deployed to provide for the arrival of an engine company within a **4-minute response time** and/or the initial full alarm assignment within an **8-minute response time** to 90 percent of the incidents as established in Chapter 4.

- **5.2.4.2 Initial Full Alarm Assignment Capability.**

5.2.4.2.1 The fire department shall have the capability to deploy an Initial full alarm assignment within an **8-minute response time to 90 percent** of the incidents as established in Chapter 4.



NFPA 1221/1710 - The BIG Picture



1221 Our Part

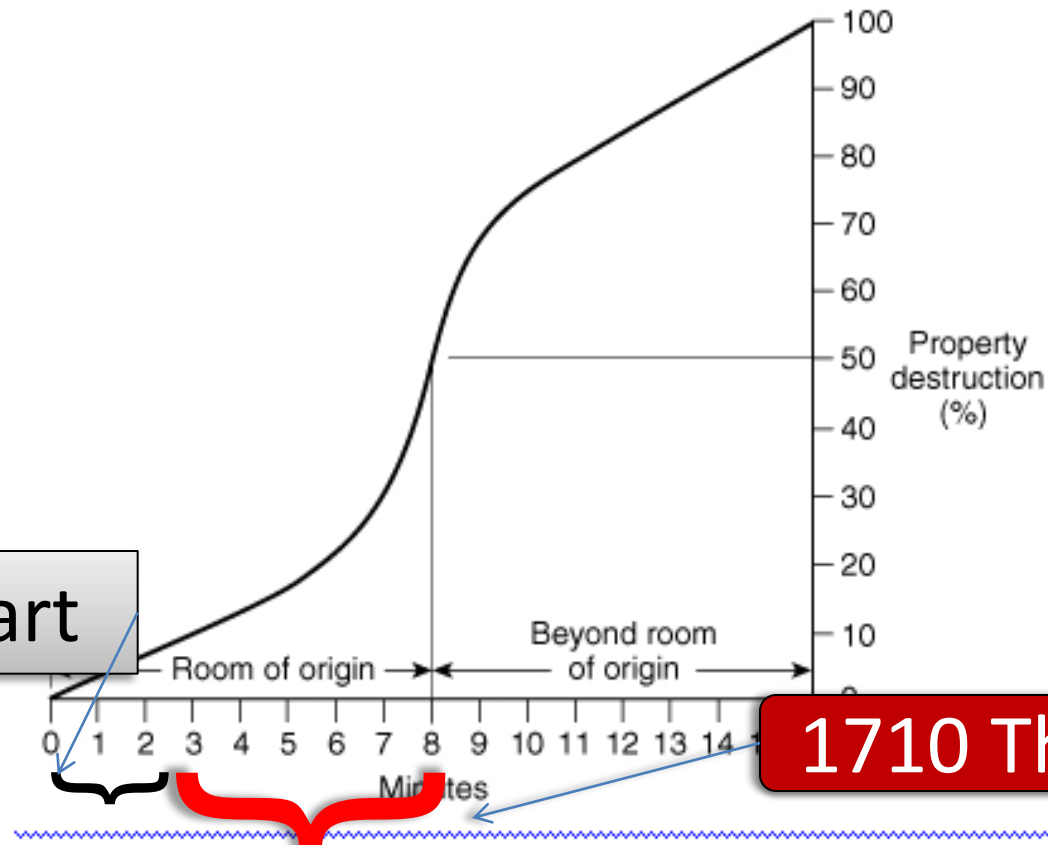


FIGURE A.5.2.2.2.1 Fire Propagation Curve.



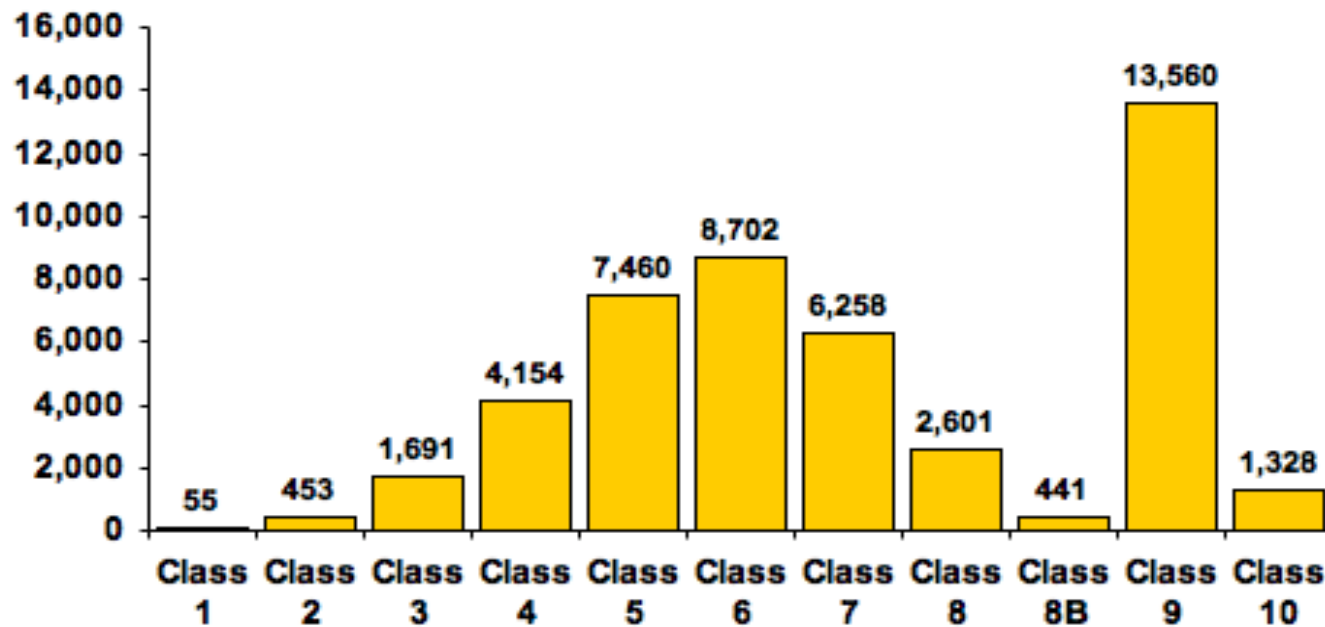
Public Protection Classification

- **Assign Rating from 1 to 10**
 - **1 - Exemplary Public Protection**
 - **10 – Doesn't Meet Minimum Criteria**
 - **Lower the Rating the Lower the Insurance Premiums – Residential and Commercial**

ISOmitigation.com



ISO Public Protection Classification



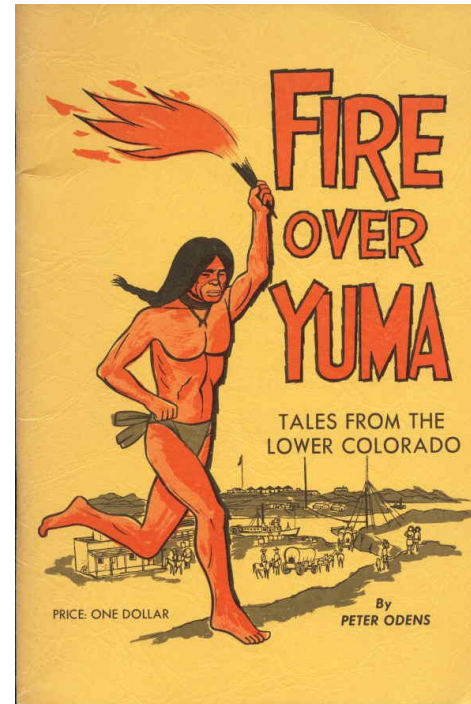
ISO - Evaluation Process

- **10% - Fire Alarm & Comm. System**
 - Receive and Dispatch “Fire Alarms”
 - Comm. Center and Number of Operators
 - Telephone Service & Number of Lines Coming into the Center
 - Listing of Emergency Number in the Telephone Book
 - Dispatch Circuits & How Notify Fire Dept of the Location of the Emergency



Questions?

PRESENTATION OF THE YUMA EXPERIENCE



Are you meeting the 60 second mark?

How did we get there?

Heather Pyeatt-Morris
9-1-1 Dispatch Supervisor
City of Yuma Public Safety Communications



Who am I?

- 9 years in Public Safety Communications
 - EMD Dispatcher, CTO, Instructor and Supervisor
- Certified APCO EMD Manager and Instructor
- The City of Yuma
 - Largest PSAP in the county
 - Police/Fire/EMS
 - 26 Dispatchers
 - Jan-June 2010
 - 23,000 9-1-1 calls
 - 100,000 non-emergency
 - 45,000 calls for service



Great Expectations

- Is the requirement or benchmark you have set for your call taking process reasonable? How do you know?
 - Standards, Policies & Procedures
 - Training and practice
 - Quality Assurance Quality Improvement
 - Guide card criteria
 - Field vs. Dispatch perspective
 - Technology



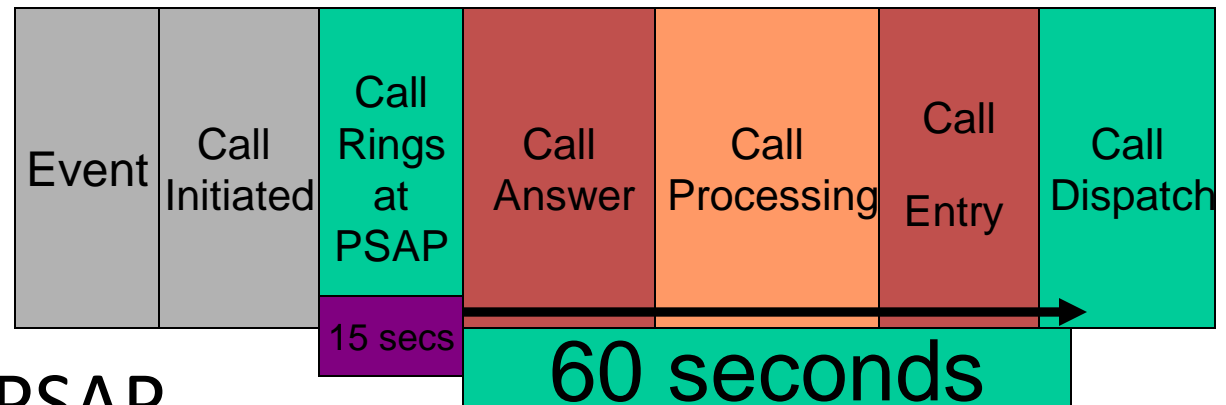
*How long a minute is, depends on which
side of the bathroom door you're on.*

Where did this 60 second benchmark come from?

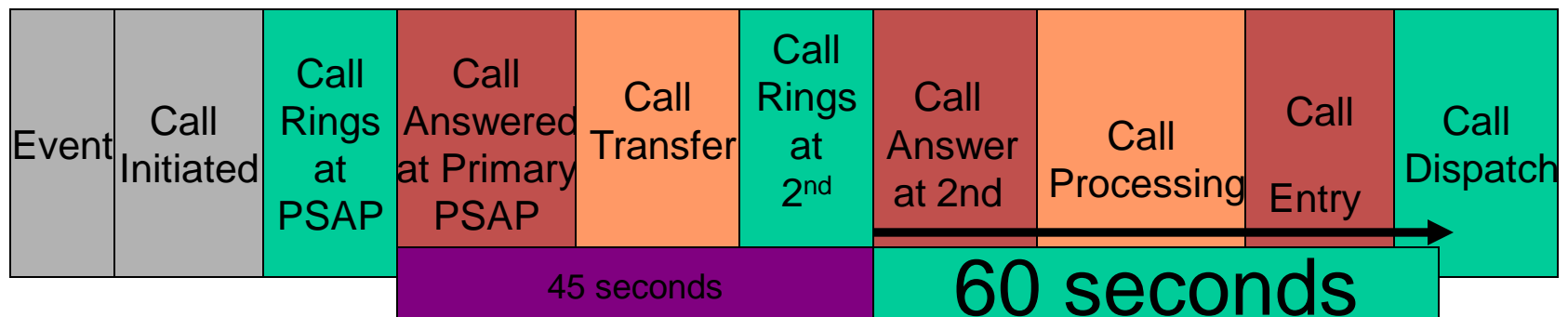


When do you start counting?

- Primary PSAP



- Secondary PSAP



Quality assurance, or **QA** for short, refers to a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.

Quality is determined by the users, customers (callers & responders) and the program sponsor. QA is more than just testing the quality of the program, user, or service, it analyzes the quality to make sure it conforms to specific requirements and with established plans.

Where we were.....

Changes in staff, department structure and accreditation goals bring about need for a QA program.

Fall 2007

First round of calls reviews begin. Call times are an issue. Average call time 86 seconds.

April 2008

Today

January 2008

Development of program guidelines, forms and testing.

July 2008

4 months of evaluations completed and reviews done with the dispatchers. Improvement of 23 seconds.



Let the reviews begin, April – July 2008

	April	May	June	July	Average	Improvement
Group Overall Score	<u>82%</u>	<u>87%</u>	<u>86%</u>	<u>90%</u>	<u>88%</u>	<u>6%</u>
Group Overall Call Processing Time	<u>88secs</u>	<u>69secs</u>	<u>62secs</u>	<u>63secs</u>	<u>65secs</u>	<u>23 seconds</u>
Total # of calls	<u>648</u>	<u>559</u>	<u>523</u>	<u>549</u>	<u>570</u>	
# of calls Reviewed (10%)	<u>65</u>	<u>59</u>	<u>52</u>	<u>55</u>	<u>58</u>	



Stats and Results:



- Post review stats:

- Review date

- Percentage

• May 2009	95%
• July 2009	94%
• October 2009	89%
• November 2009	92%
• December 2009	95%
• January 2010	96%



Today in Yuma....

- *January - June 2010*

- *5,749 Emergency Fire & EMS calls*

- *0-60secs 73% (average time 51 secs)*
 - *61-90secs 20% (average time 73 secs)*
 - *91-120 secs 6.7% (average time 111 secs)*

******based on 1st round exceptions only******

- *Exceptions (Duplicate calls, Mutual Aid, Specialty Assignment Upgrades, Non Emergency Walk-in Refusals, 2nd Assignment #s, Foreign Language, TTY, Public Assists, Test Calls, 3rd party pass downs, difficult callers, unknown locations, wireless, etc...)*



Instant Retrieval - Advanced

File View Sort Help

Date/Time	Duration	Sta.#	Station Na...	Alt S...	Alt Sta Name	Attachment	Phone Number	A...	S...	C...	U...	User Attach 7
12/07/08 11:33:56p	0:01:04	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:34:57p	0:00:07	74	FD Dispatch R	74	FD Dispat							Trevino December QA 08-10902
12/07/08 11:35:07p	0:00:06	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:35:10p	0:00:22	74	FD Dispatch R	74	FD Dispat							Trevino December QA 08-10902
12/07/08 11:35:27p	0:00:31	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:36:14p	0:00:09	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:36:26p	0:00:10	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:36:46p	0:00:05	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:36:56p	0:00:11	85	FD Fire5 Rec	85	FD Fire5 F							Trevino December QA 08-10902
12/07/08 11:37:04p	0:00:28	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 11:37:33p	0:00:10	13	911-2	13	911-2							Trevino December QA 08-10902
12/07/08 12:00:08a	0:01:33	48	376-6145	48	376-6145							
12/07/08 12:00:09a	0:00:20	74	FD Dispatch R	74	FD Dispat							
12/07/08 12:00:10a	0:00:06	14	911-3	14	911-3							
12/07/08 12:00:12a	0:00:16	90	PD Info Rec	90	PD Info R							
12/07/08 12:00:22a	0:00:49	14	911-3	14	911-3							
12/07/08 12:01:40a	0:00:08	86	PD Patrol Rec	86	PD Patrol Rec	(R)						
12/07/08 12:01:46a	0:00:43	90	PD Info Rec	90	PD Info Rec	(RJI) 5						
12/07/08 12:01:49a	0:00:15	48	376-6145	48	376-6145	(RJI) *8295937745						
12/07/08 12:02:07a	0:01:47	48	376-6145	48	376-6145	(RJI) *8295397745						
12/07/08 12:02:11a	0:00:05	33	783-4421	33	783-4421	(R)						
12/07/08 12:02:13a	0:00:15	85	FD Fire5 Rec	85	FD Fire5 Rec	(R)						
12/07/08 12:02:18a	0:00:06	33	783-4421	33	783-4421	(RJI) RURAL METRO FIR 9287831805						
12/07/08 12:02:24a	0:00:16	33	783-4421	33	783-4421	(RJI) [2 rings]						
12/07/08 12:02:39a	0:00:06	66	373-6804	66	373-6804	(R)						
12/07/08 12:02:40a	0:01:32	63	373-6803	63	373-6803	(RJI) [1 rings]						
12/07/08 12:03:15a	0:00:47	90	PD Info Rec	90	PD Info Rec	(R)						
12/07/08 12:03:41a	0:00:48	46	343-8818	46	343-8818	(RJI) CELLULAR ONE 9285807051700						
12/07/08 12:04:13a	0:00:20	48	376-6145	48	376-6145	(RJI) *8297260774						
12/07/08 12:04:13a	0:00:07	86	PD Patrol Rec	86	PD Patrol Rec	(R)						
12/07/08 12:04:21a	0:00:23	86	PD Patrol Rec	86	PD Patrol Rec	(R)						
12/07/08 12:04:33a	0:00:48	48	376-6145	48	376-6145	(RJI) 0						

Find Alt Sta.Name

Sort on Alt Sta.Name and User Attach 7

Sort on Original Order

Reverse sort order

Search...

Explain Attachment Codes

View/Attach Grading Form...

Tag recording at current time

Password Protect Recording

Show Only Selected Recordings

Save Send Stop Play Grade Select Date Search

Playback Control

Volume 11:33:56.1p 11:37:42.7p Index=0.0 sec.

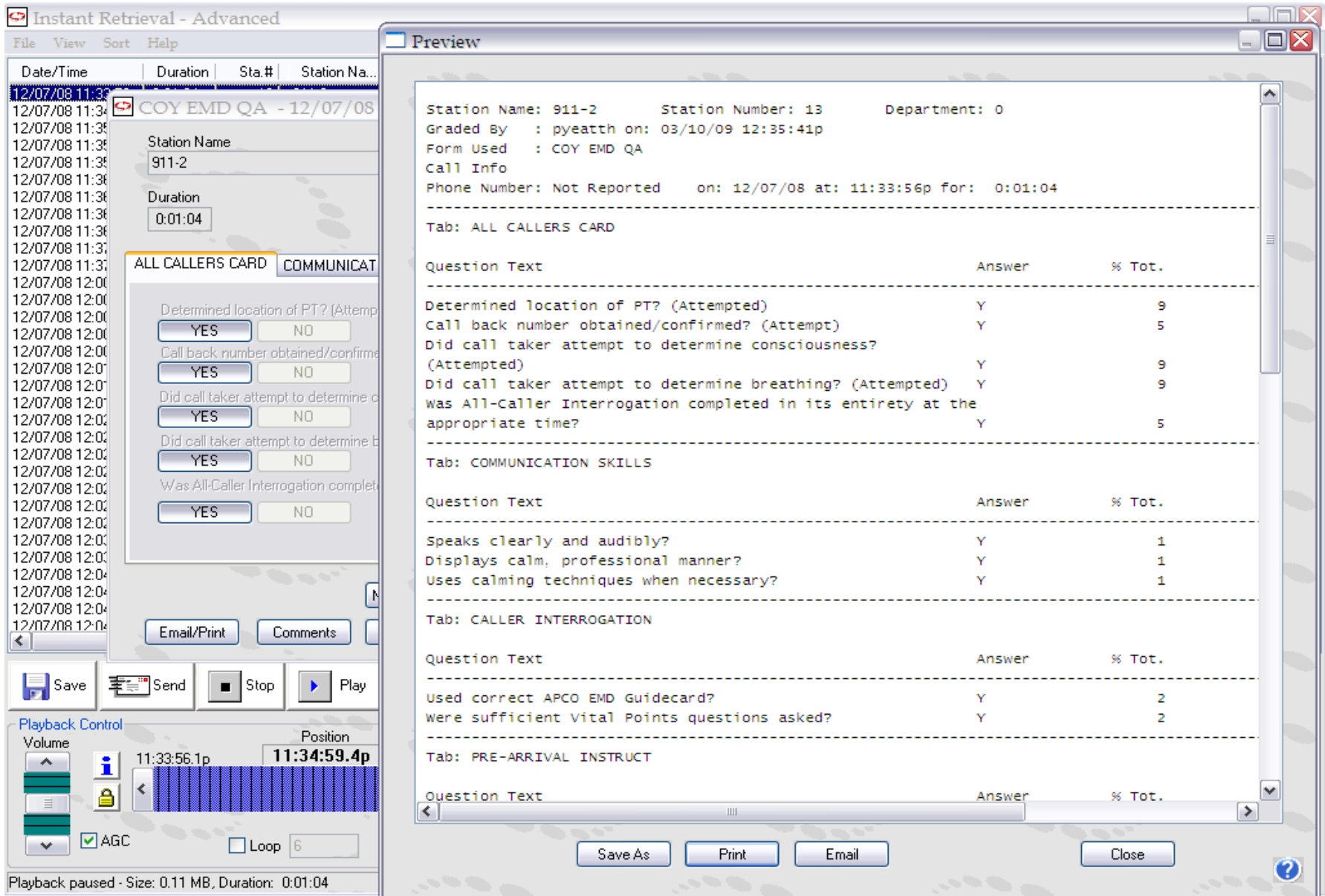
AGC Loop 6 Auto Pitch Correction

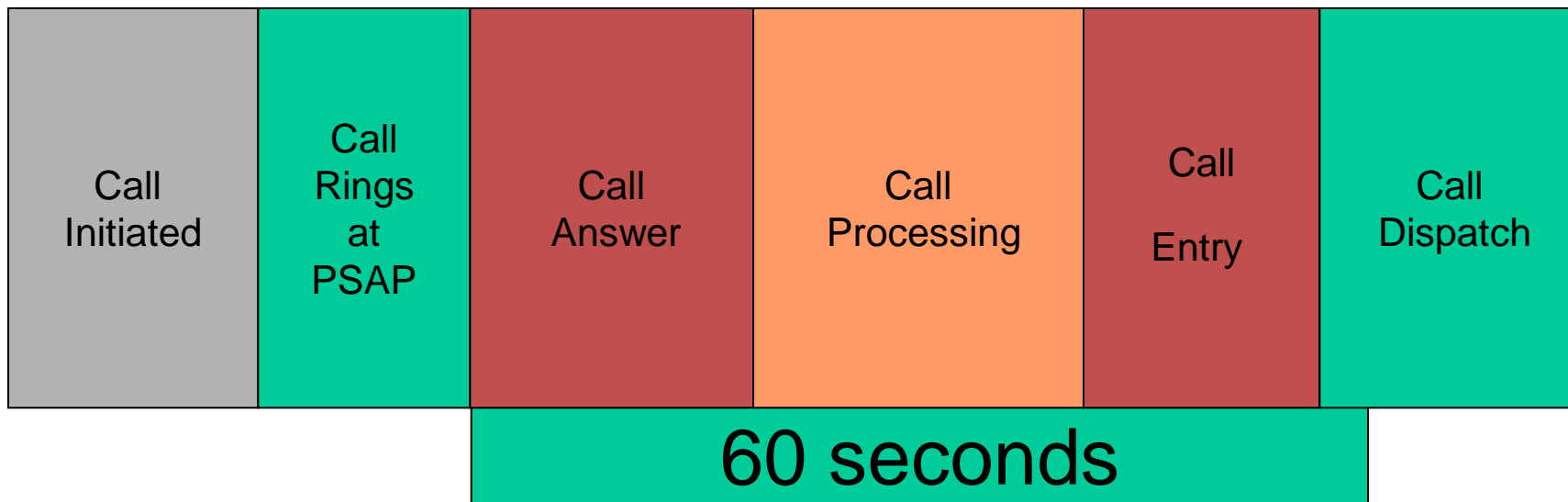
Selection

Date 12/07/08

Refresh (135 days ago)

Playback paused - Size: 0.40 MB, Duration: 0:03:23 Playing 11 records. Correction=0.1





60:00



The Review

- The call taker/EMD should hear themselves
- They should know their time
 - Timers on telephony equipment or in CAD
- The good, the bad and the ugly

Time is the cruelest teacher; first she gives the test, then teaches the lesson.



Questions???????

Heather Pyeatt-Morris
City of Yuma Public safety
Communications
1500 S. 1st Avenue
Yuma, AZ 85364
PyeattH@YumaAZ.gov
(928) 373-4718

Jim Long
Northwest Fire District
5225 W. Massingale Rd
Tucson ,AZ 85743
jlong@northwestfire.org
(520)887-1010